



OPIOID ADDICTION AND OVERDOSE

Confronting the epidemic together.

When it comes to opioid addiction, no one is immune. What starts as a one-time pain prescription can quickly turn into a lifelong battle. So, reducing the risk of prescription opioid misuse is an important part of combating the opioid epidemic – and we’ve already made a lot of progress. In fact, by partnering with 1.1 million prescribers, Cigna reduced prescription opioid use among our commercial customers by 25% in March of 2018 and continues to monitor use.¹ But, we’ve seen an alarming trend: **While the number of opioid prescriptions is decreasing, the number of Americans overdosing, and dying due to overdose, is increasing.**²

That’s why Cigna is intensifying our commitment to curtail this epidemic, and setting a new goal to reduce overdoses among our commercial customers by 25% by December 2021.³

Together, all the way.®

“ Behind every number, there are real people struggling along with families, employers and communities. Our commitment to reduce drug overdoses by 25% is a commitment to each and every one of them, and we look forward to working closely with our partners to meet it. ”

– David Cordani,
President and CEO
Cigna Corporation



Opioid misuse and addiction can happen fast – and it can be deadly. But, it’s also preventable and treatable if we work together.

Applying our extensive, integrated experience across medical, behavioral and pharmacy benefits, Cigna collaborates closely with prescribing clinicians/dentists, pharmacists, advocacy groups, employers and regulators to make it easier for individuals and families to get the help they need to get better and stay well.

Through integrated data and predictive analytics, we **identify** those who may be at risk – including first-time opioid users – and we **manage use** through our pharmacy benefit. And for those struggling with **chronic pain**, we offer counseling and alternatives. When we identify those at risk for substance use disorder or possible overdose, we deploy our behavioral experts and partner with providers to support **interventions**.



IDENTIFY AND MANAGE OPIOID USE

Identify those at risk

Through integrated analytics, we can **identify** those who may be at risk for substance use disorder and those at high risk of possible overdose. Some of these methods include:

- › **Behavioral assessment** during chronic health and other coaching sessions.
- › **Predictive analytics driven by our medical, behavioral and pharmacy data**, which identify, monitor and manage overuse/misuse.
- › **Hospital or treatment facility admittance**, which triggers a notification that we quickly act upon to ensure effective ongoing treatment after discharge.



Cigna’s pharmacy benefit is a key component to managing opioid use

- › **Monitors and measures** opioid use
- › Steps in with **first-time user education and controls**
- › **Utilization management** (UM) reduces quantity on hand and reviews for appropriate use
- › **Deploys our behavioral experts** to quickly support customers in need
- › **Collaborates with network providers** to oversee medication treatment, taper use, offer alternatives and counsel patients



(Identify and manage opioid use, continued)

Opioid controls for all clients

Manage appropriate use of dangerous, potent long- and short-acting opioids.

Ensures that members newly starting opioids only have a 3-7 day supply.

Personalized morphine milligram equivalent calculation monitors high levels of opioid use and manages through PA and customer and provider outreach.

Other early interventions

Letter to those who are new to using opioids educates on hazards of opioid misuse.

Quantity (3-day) limit for opioids for acute dental pain.

Hand-in-hand with prescribers

Enhanced Narcotic Management Program

informs health care providers of at-risk patients:

- › Taking opioids with other medications that can have negative outcomes.
- › Filling multiple prescriptions from multiple providers and/or multiple pharmacies.

Treatments

Easy access to overdose rescue drugs (e.g., naloxone) and therapies, such as Medication Assisted Treatment (MAT), that are combined with counseling.



Integrated data allows us to offer immediate access to coverage for opioids for customers who need them most, (those with cancer, sickle cell diseases or in hospice).



CHRONIC PAIN SUPPORT

One in five people in the United States are living with chronic pain.⁴ By reviewing data across benefits, we find opportunities to reach out to **customers who may be struggling with daily pain**. We created various support programs. Here are just two.

- › **Integrated pain case management** - Specially trained case managers counsel customers on pain management options other than opioids, such as mechanical therapy, pain management, behavioral health and other alternative therapies.
- › **Comprehensive pain management program** - Equip primary care providers (PCPs) with evidence-based resources and tools to manage the complex needs of customers with back pain. PCPs leverage guidelines for when to refer customers to pain providers, mechanical therapy and behavioral health care in their community, including select preferred pain management specialists.





INTERVENTIONS (CONNECTED CARE COORDINATION)

› Cigna's Substance Use Coaching Program

- Early intervention/enrollment in program - **follows customer through his or her recovery journey**
- Team of case managers who specialize in substance use disorders
- Encourages behavioral changes and necessary first steps - such as outpatient treatment at a designated substance use treatment provider
- Care coordination with PCP
- Referrals to Cigna-designated substance use treatment providers and facilities, pharmacy experts and community resources
- Education for families about substance use, support group information and available treatments
- Monitoring of treatment adherence and progress



› Pharmacy benefit oversight

When pharmacy or other interventions identify a customer who may be struggling with opioid use disorder, we bring in our behavioral team, as well as care coordination assistance. They listen and then educate on pain management alternatives, behavioral health services, counseling on covered detox therapy, easily accessed and affordable opioid reversal agents, and help in finding Cigna-designated substance use treatment providers/facilities.

› Predictive overdose model

Using integrated pharmacy, medical and behavioral health data, Cigna created a model to identify customers at highest risk of overdose in the next 30 days. Representatives from our behavioral health team actively reach out to these customers with connections to counseling and other local support.

› Medication Assisted Treatment (MAT)

Prescribed by a medical or behavioral provider, MAT can include a combination of therapy and medications to help those identified with opioid use disorder. Since 2017, we've qualified more providers - increasing our network by more than 66%.⁵ This means easier access to valuable MAT for our customers. And there are no prior authorizations for Cigna Pharmacy customers.

› Virtual (face-to-face) access

Now, customers in low-access areas, or who may not be willing to seek care in person, get the professional counseling they need. We're working to provide models of care that have complete substance use treatment programs that are almost entirely virtual. Meeting our customers where they are will make a difference in addressing this epidemic - and in saving lives.



COLLABORATIONS

Teaming with those who can help us drive positive change.

Prescribers

We offer providers data, tools and support to help them deliver effective care.

- ▶ High-risk alerts go out annually to 145,000+ prescribers whose patients have a hazardous pattern of opioid prescription use.⁶
- ▶ Opioid prescribers are informed of Cigna's actions designed to reduce opioid use and support customers at risk. Providers are notified when their patients reach a high daily narcotic potency level to help with intervention and pain management options.
- ▶ More than 9,000 provider groups (representing more than 130,000 prescribing clinicians) have signed the Cigna opioid pledge.⁷ This pledge aligns with the former U.S. Surgeon General's "Turn the Tide" pledge and the CDC's opioid-prescribing guidelines.⁸



Centers of Excellence (COE)

A designated substance use treatment provider is a Cigna-contracted behavioral facility that has earned a top ranking for patient outcomes and cost efficiency, based on Cigna methodology. We offer 302 access points for treatment in 35 states, which includes 133 inpatient and/or residential facilities and 169 Partial Hospitalization Program (PHP)/Intensive Outpatient Program (IOP) locations.⁹ Many COE carry a specialty designation, meeting criteria specific to opioid use disorder vs. general substance use disorder. Finally, we educate doctors on the COE nearest them, to establish relationships and make referrals easy.

Communities

Commitments that go beyond Cigna customers.

- ▶ **\$333,000** donated to Shatterproof™, a nonprofit organization committed to giving those living with addiction, and their families, resources and information to overcome addiction.
- ▶ **A \$50,000 donation** from the Cigna Foundation to the Pennsylvania District Attorneys Institute to make naloxone available for use by first responders in Pennsylvania.
- ▶ **Free national Veteran Support Line**, available 24/7/365. This hotline is for all veterans, their families and caregivers – whether or not the veteran is a Cigna customer. Along with a weekly mindfulness group call specifically for veterans, we offer so much more. We connect people to pain management, substance use counseling and treatment, financial issues, food, clothing, housing, safety, transportation, parenting and child care, aging services, health insurance, legal assistance and more.

“ We know we can't do it alone and are collaborating with partners to curb this preventable disease by improving access to care for people with chronic pain and substance use disorders. ”

– Doug Nemecek, MD
Chief Medical Officer
Cigna Behavioral Health

Policymakers

We are advocating for policy solutions at state and federal levels that advance prevention and optimal treatment.

- › **Modernize the sharing of addiction treatment records**, allowing providers to treat substance use disorders in a coordinated way, like other chronic diseases.
- › **Provide health plans and other payers access to state prescription drug monitoring programs (PDMPs)**. PDMPs collect, monitor and analyze electronically transmitted prescribing and dispensing data submitted by pharmacies and practitioners. Access to PDMPs would greatly enhance the ability of regulators, providers, pharmacies and insurers/health plans to monitor and manage opioid utilization.
- › **Expand Medicare coverage for alternative pain treatments**. Coverage of alternative pain treatments and therapies could reduce demand for opioids to address chronic pain. Congress could authorize Medicare coverage of alternative therapies for the purpose of treating chronic pain in cases where beneficiaries have been identified for potential opioid misuse. We are also pushing to expand coverage for the full range of substance use disorder treatment levels.

Research

We're committed to collaborating with researchers to continue to uncover new and innovative insights and evidence-based treatments. That's why we provided two years of de-identified integrated customer claim data to the American Society of Addiction Medicine (ASAM) to identify successful treatment and prevention guidelines, and socialize to our provider network.

Addiction and overdose affect us all – individuals and families, employers and communities. To find out what you can do to help curb the epidemic within your organization, contact your Cigna representative today.

1. Cigna press release, Cigna's Partnership With Physicians Successfully Reduces Opioid Use By 25 Percent – One Year Ahead of Goal, March 2018. 2. Centers for Disease Control and Prevention: Characteristics of Initial Prescription Episodes and Likelihood of Long-Term Opioid Use – United States, March 17, 2017. 3. Initial focus will be on the following targeted U.S. communities where a sizable number of Cigna commercial customers reside and where there are higher incidences of overdose: Connecticut, Maryland, New Jersey, Virginia, Chicago, New York City, Philadelphia, Washington, DC. 4. *Washington Post*, 50 million adults experience chronic pain, Linda Searing, October 21, 2018. 5. Cigna national provider network data as of August 2019, subject to change. 6. Cigna internal study of provider outreaches October 2018–October 2019. 7. Cigna national provider network review of health care providers who signed opioid prescribing pledge, June 2018. 8. CDC Guideline for Prescribing Opioids for Chronic Pain, August 29, 2017 and turnthetidex.org. 9. Cigna Behavioral Health network data as of June 2018, subject to change.



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